



# TNRCC REGULATORY GUIDANCE

Water Utilities Division, Utility Rates & Services Section  
RG-210  
January 1996

512/239-6100  
FAX 512/239-6145

## SUBJECT: The Consumer Assistance Team Can Help

- ▶ utility customers and homeowner associations
- ▶ utility personnel, consultants and trade groups
- ▶ local governments
- ▶ legislative aides
- ▶ private well owners
- ▶ staff from TNRCC and other agencies

### TO

- ▶ resolve utility billing disputes
- ▶ know how their utility rates and fees are set
- ▶ get water or sewer service connected or reconnected
- ▶ get information on the rates and fees a utility can charge
- ▶ understand a customer's rights and responsibilities
- ▶ understand a utility's rights and responsibilities
- ▶ understand when customer service rules apply
- ▶ comply with applicable customer service rules
- ▶ reach other sources of assistance and information
- ▶ learn how to disinfect a private well
- ▶ report service interruptions or other problems
- ▶ access TNRCC records on utilities
- ▶ reach other TNRCC programs
- ▶ monitor a utility's compliance with customer service rules
- ▶ report noncompliance to enforcement personnel

Call 512/239-6100  
FAX 512/239-6145

Write **Consumer Assistance, Water Utilities Division, MC153**  
at the address shown below.